

## Performance Management, Incentive Awards, and Training and Development

### Technician Incentive Awards Program

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**Summary of Changes.** This regulation replaces the earlier version dated 1 November 2006. It changes the terminology of the Quality Step Increase (QSI) to Irregular Performance Pay (IPP) and adds the acronym SASA for the Special Act or Service Award. It also changes the Sustained Superior Performance award amount of the base salary to include locality pay and adds justification for a Time Off Award that can also be presented on the most current CAL NG 430. This regulation replaces any Technician AGR Administrative Instruction (TAAI) concerning this subject published before 15 October 2007.

**Applicability.** California National Guard Fulltime Personnel Regulation (CNGFPR) applies to all California Army and California Air National Guard technicians and to commanders, managers and supervisors (military or civilian) with authority or responsibility over technician personnel management.

**Proponent and Exception Authority.** The proponent of this handbook is the Joint Force Headquarters, J-1, Directorate for Human Resources. The proponent has authority to approve exceptions to this regulation when they are consistent with controlling laws and regulation.

**Supplementation.** Supplementation of this regulation is prohibited.

**Suggested Improvements.** Users of this regulation are invited to send comments and suggested improvements to Joint Force Headquarters, Directorate for Human Resources, 9800 Goethe Road, Sacramento, CA 95826-9101.

**Distribution.** Distribution of the regulation is Army - A and Air Force - F.

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## **1. Purpose.**

The Incentive Awards Program is designed to motivate technicians and active military members of the National Guard to increase productivity and creativity and to achieve greater efficiency, economy, and improvement of operations. It provides a method for rewarding those whose job performance and ideas are substantially above normal job requirements and performance standards, and provides for consideration of performance contributions throughout the National Guard and the Federal Government. The Incentive Awards Program is endorsed and vigorously supported by all levels of management, and will be administered entirely on the basis of merit without regard to age, sex race, color, religion, national origin, marital status, or physical or mental handicap.

## **2. Program Responsibilities.**

- a. The Adjutant General is responsible for:
  - (1) Assuring compliance with program requirements.
  - (2) Promoting and supporting the Incentive Awards Program.
  - (3) Providing an adequate budget to assure prompt action on awards and effective promotion and publicity.
- b. The Directorate for Human Resources is delegated responsibility for:
  - (1) Administering and publicizing the Incentive Awards Program.
  - (2) Providing advice, assistance, and training to supervisors on effective use and participation in the program.
  - (3) Preparing required reports.
  - (4) Assisting the State Adjutant General in the establishment of the State Incentive Awards Program.
  - (5) Determining requirements for technical evaluations of suggestions and ensure evaluation within prescribed time limits.
  - (6) Referring those suggestions that appear to be inventions for patent investigations.
  - (7) Ensuring that all suggestions and nominations meet eligibility requirements.
  - (8) Ensuring an exchange of information throughout the National Guard and other Federal agencies when adopted suggestions may have wider application.
  - (9) Obtaining necessary coordination on nominations for cash awards.
  - (10) Evaluating the total Incentive Awards Program and provide feedback to management, technicians, and active military members when required.
  - (11) Processing incentive award actions in DCPDS and through DFAS.
- c. Supervisors are responsible for:
  - (1) Providing support for and participating in the Incentive Awards Program.
  - (2) Exercising care in considering award recognition. Although there should be a linkage between the Technician Performance Appraisal Report, this does not mean awards will be automatic.
  - (3) Determining what type of recognition will best motivate the technician to greater productivity, by matching recognition to performance; granting a within-grade increase, select for promotion, give cash awards for special acts; recommending a sustained superior performance and time-off awards, IPP; or granting honorary awards, commendations, or letters of appreciation.
  - (4) Ensuring that awards for special acts or services are recognized immediately, and that all award presentations are conducted in a timely manner.
- d. Commanders, Directorate Staff and Supervisors. Responsibilities may include the following:
  - (1) Consider a supervisor's effective use of the awards program to be a consideration in granting them performance awards, letters of commendation, or other appropriate recognition.
  - (2) Review program results to assure that all awards are granted equitably, and on the basis of merit.
  - (3) Ensure that all awards presentations are conducted in a timely manner.
  - (4) All CA ANG incentives will be certified by appropriate finance office prior to submission to HRO or the submissions will be returned without action.

## **3. Irregular Performance Pay (IPP).**

a. General: An Irregular Performance Pay (IPP), formerly known as Quality Salary Increase (QSI), is appropriate recognition of performance that significantly exceeds high quality by General Schedule (GS) technicians.

b. Eligibility:

(1) The minimum period of high quality performance for this award is six (6) months in the same job and grade level. To be eligible for an IPP, the technician's overall performance must have been rated "fully successful" on the employee's most recent CNG Form 430.

(2) By statute, Federal Wage System (FWS) (WG, WL, WS) technicians are not authorized IPPs.

(3) Technicians may receive a maximum of one IPP every 52 weeks.

c. Award Processing: The technician's immediate supervisor is responsible for initiating the nomination using a Standard Form 52 (SF-52). The SF-52 must contain justification that warrants an IPP in Part D - Remarks, or by separate memorandum. The Directorate of Human Resources must have a current (no older than 364 days) "fully successful" or annotated on the CNG Form 420. The current CNG Form 430 may be attached to the SF-52 upon delivery to HRO.

d. Effective Date: The effective date of an approved IPP is at the beginning of the next regular pay period following final approval

#### **4. Sustained Superior Performance Award (SSP).**

a. General: The Sustained Superior Performance (SSP) Award is a monetary award in recognition of significant superior performance of duties and responsibilities that clearly exceed a technician's assigned position requirements.

b. Eligibility: The sustained superior performance on which the award is based must have been maintained for at least six (6) months and in the same job and grade level, unless the technician was demoted during the period for reasons other than cause. Award eligibility will not be affected by position changes occurring after the period covered by the recommendation. To be eligible, the technician's overall performance must have been rated "fully successful" on the employee's most recent Technician Performance Appraisal Report, CNG Form 430.

c. Award Processing: A supervisor, having a direct knowledge of the significant superior performance, may submit a SF-52 to HRO. Written justification for the award specifying superior performance of duties and responsibilities that clearly exceed the technician's assigned position requirements must be included in the remarks section of the SF-52, the Summary Rating section of the current CNG Form 430, or on separate memorandum. The Directorate of Human Resources must have a current TPAR within 364 days "fully successful" CNG Form 430 on file. The current CNG Form 430 may be attached to the SF-52 upon delivery to HRO.

d. Award Range:

(1) Technicians may be awarded one to ten percent (1 - 10%) of their total salary (base salary plus locality pay), not to exceed \$10,000.

(2) A Commander or Director may nominate an award of eleven to fifteen percent (11-15%) of a technician's total salary when such an award is warranted. The Directorate of Human Resources will forward these nominations to the Adjutant General for disposition.

e. Effective Date: Approved Sustained Superior Performance Awards are effective the beginning of the next regular pay period following final approval by HRO.

d. Limitations: In no case may a Sustained Superior Performance Award be recommended in conjunction with a Special Act or Service Award for the same act, achievement, event, or service.

#### **5. Special Act or Service Award (SASA).**

a. General: A Special Act or Service Award (SASA) may be awarded to technicians in recognition of a singular act of heroism, or similar one-time special act, service, or scientific achievement that contributes to the efficiency, economy, or other improvement of Government operations or is otherwise in the public interest. The act, service, or scientific achievement may or may not involve measurable monetary benefits and may be awarded to an individual or group of individuals.

b. Award Processing: A supervisor, having a direct knowledge of the special act or service, may submit a Standard Form 52 (SF-52), Request for Personnel Action, to the Directorate for Human Resources (HRO) for processing. Written justification for the award specifying the act or service being recognized must be included in the remarks section of the SF-52 or on separate memorandum.

c. Award Range:

(1) Technicians may be awarded one to ten percent (1 - 10%) of their total salary (base salary plus locality pay), not to exceed \$10,000.

(2) A Commander or Director may nominate an award of eleven to fifteen percent (11-15%) of a technician's total salary when such an award is warranted. The Directorate of Human Resources will forward these nominations to the Adjutant General for disposition.

d. Effective Date: Approved Special Act or Service awards are effective the beginning of the next regular pay period following the date of final approval.

#### **6. On-The-Spot Cash Award (OTS).**

a. General: An On-The-Spot Cash (OTS) Award is intended to recognize personal accomplishments that result in quality service, within or without the technician's organization. This award can be used to recognize day to day accomplishments and a technician's extra work efforts.

b. Eligibility: All technicians of the California National Guard are eligible. An OTS Award does not preclude a technician from being considered for any other award.

c. Award Processing: Supervisors may nominate any deserving technician who performs a quality service. Managers outside the technician's chain of command or organization may also nominate a technician for an award through the technician's supervisor. The nominating official completes a SF-52 forwarding it to the Directorate for Human Resources. The SF-52 must contain justification that warrants an OTS Award in Part D, Remarks or on a separate memorandum

d. Amount of Award: OTS Awards range from a \$25 minimum to a maximum of \$500. In each case, the amount paid to the employee is net for W-2 purposes. Withholding for deductions is computed by the Directorate of Human Resources. The OTS is the only incentive that is processed for net purposes.

e. Effective Date: Approved OTS Awards are effective at the beginning of the next regular pay period following processing at HRO.

#### **7. Time-Off Award (TOA).**

a. General: A Time-Off Award (TOA) is awarded to technicians or group of technicians who perform service in an exceptional manner. Receipt of a TOA does not preclude a technician from being considered for any other award.

b. Eligibility: All technicians of the California National Guard are eligible.

c. Award Processing: A supervisor may nominate a deserving technician who performs a service or act worthy of nomination. The nominating supervisor completes a SF-52 forwarding it to the Directorate for Human Resources. The SF-52 must contain justification that warrants a TOA in the remarks section, by separate memorandum, or on the most current CNG Form 430. The Directorate for Human Resources will process the TOA upon receipt.

d. Amount of the Award:

(1) The minimum TOA is one day (8 hours). No more than 40 hours may be granted for a single contribution. A technician may receive no more than 80 hours during a leave year.

(2) Hours awarded are not held as regular annual leave on a technician's Leave and Earnings Statements (LES) and must be used within one year of the effective date of the award. By statute, technicians may not "cash in" TOA hours under any circumstance and unused hours will be forfeited without further compensation. Timekeepers must use code LY to draw TOA hours.

e. Effective Date: Approved Time-Off Awards are effective at the beginning of the next regular pay period following processing at HRO.

#### **8. Department of Defense Distinguished Civilian Service Award.**

The Secretary of Defense annually presents this award to six civilian employees of the Department of Defense (DoD) whose careers reflect exceptional devotion to duty, and significant contributions of broad scope to the efficiency, economy, or other improvements in the operations of DoD. Nominees should be made from among those technicians who have already received the Department of the Army or the Air Force Decoration for Exceptional Civilian Service. Nominations must be personally endorsed by the State Adjutant General. Details and submission dates will be announced by NGB-HR. This award consists of a gold medal and citation personally signed by the Secretary of Defense. Awards are made in two categories:

a. For contributions or achievements primarily in the scientific field.

b. For contributions or achievements in fields other than scientific.

#### **9. Decoration for Exceptional Civilian Service.**

a. Eligibility will be determined by measuring contributions against one of the following levels of achievement:

(1) Accomplished assigned duties of major program significance to the Department of the Army or the Air Force in such a manner as to have been clearly exceptional or outstanding among all who have performed like or similar duties.

(2) Developed and improved major methods and procedures, developed significant inventions, or was responsible for exceptional achievements that affected large-scale savings or were of major significance in advancing the missions of the Department of the Army, Air Force, or Defense and the Federal Government.

(3) Exhibited great courage and voluntary risk of life in performing an act resulting in direct benefit to the Government and its personnel.

(4) Provided outstanding leadership to the administration of major Army or Air Force programs in terms of highly successful accomplishments of mission or in major redirection of objectives or accomplishments to meet unique or emergency situations.

b. Nominations for this award will cover a minimum period of one year of service, except nominations for bravery, and must be submitted within 6 months after completion of the period to be cited. Retirement, separation, or long periods of service may not be used as a sufficient basis for this award. With the exception of nominations for bravery, nominations will not normally be considered unless the technician has established a pattern of excellence as demonstrated by receipt of such prior recognition as the Department of the Army or the Air Force Meritorious Civilian Service Award or other equivalent recognition from another Federal agency. Nominations must be personally endorsed by the State Adjutant General.

#### **10. Meritorious Civilian Service Award.**

Retirement, separation, or long periods of service will not be used as a sufficient basis for this award. Nominations must contain specific examples of the technician's accomplishment and the benefits derived in sufficient detail to be easily understood. Nominations, along with a proposed citation, will be submitted to the Directorate for Human Resources using a NGB Form 32. Eligibility will be determined by measuring contributions against the level of one of the following achievements:

a. Accomplishing supervisory on non-supervisory duties in an outstanding manner, setting a record of achievement and inspiring others to improve quality and quantity of work.

b. Exercising unusual initiative in devising new and improved work methods and procedures that resulted in a substantial savings in manpower, time, space, materials, or other items of expense, or in improving safety or health of technicians.

c. Achieving outstanding results in improving the morale of workers in an organizational unit with consequent improvement in work performance.

d. Exhibiting unusual courage or competence in an emergency, while performing assigned duties, resulting in direct benefit to the Government or its personnel.

#### **11. The President's Award for Distinguished Federal Civilian Service.**

This is the highest award granted under the Federal Incentive Awards Program. This award is granted by the President of the United States and consists of a gold medal and citation. To be eligible, a technician must have already received the Department of the Army or the Air Force Decoration for Exceptional Civilian Service Award and the Department of Defense Distinguished Civilian Service Award. Nominations must be personally endorsed by the State Adjutant General. Details and submission dates will be announced by NGB-HR after receipt of information from the Office of Personnel Management. The achievements upon which a nomination for this award are based should have current impact on improved Government operations or serving the public interest, and exemplify one or more of the following:

a. A display of imagination in developing creative solutions to problems of Government.

b. A display of courage in preserving against great odds and difficulties.

c. High ability in accomplishing extraordinary scientific or technological achievement in providing outstanding leadership in planning, organizing, or directing a major program of unusual importance and complexity, or in performing an extraordinary act or credit to the Government and the country.

d. A long and distinguished career service.

#### **12. Length of Service Recognition.**

a. Length-of-Service emblems and certificates will be awarded to all National Guard Technicians as recognition for long and faithful Federal service with the National Guard and other Government agencies.

b. Technicians become eligible for recognition when they complete 10 years of creditable Federal service. Creditable service includes all service used in establishing the technician's service computation date. This award is presented in 5 year increments up to and including 50 years.

c. The Directorate for Human Resources determines technician eligibility, prepares certificates and forwards the emblems and certificates to the Commander/Director.

**13. Awards by Non-Federal Organizations.**

- a. Nominations for one of the following awards will be submitted to NGB-HR for review and processing:
  - (1) Arthur S. Fleming Award.
  - (2) William A. Jump Memorial Award.
  - (3) GEICO Public Service Award.
- b. Details and submission data will be announced by NGB-HR.

**14. Other Methods of Recognition.**

a. Letters of Appreciation. Letters of appreciation or commendation may be granted by supervisors for specific instances of above-standard performance or work achievements by an individual technician or a group of technicians that warrant special recognition but does not meet the criteria for a special type award (i.e., an adopted suggestion that did not meet the eligibility requirement for a cash award).

b. Certificate of Retirement. A Certificate of Retirement, NGB Form 999, is presented when a technician retires from the Federal service. The Directorate of Human Resources will determine eligibility and forward the certificate to directly to recipients upon retirement from Federal service.

**15. Maintenance of Incentive Award Records.**

All Incentive Award documentation is maintained in the Directorate for Human Resources in the technician's Employee Performance Management File (EPMF).

**FOR THE GOVERNOR:**

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